

**Microsoft Master Services Agreement
Amendment 5
Appendix B – Pricing DIR-SDD-1927**

Microsoft Technical Services	Abbreviation	Hourly Rate	Cleared Hourly Rate*
MS Engagement Manager	MEM	\$ 268.00	\$ 278.00
MS Architectural Technician	MAT	\$ 296.00	\$ 299.00
MS Principal Technician	MPT	\$ 283.00	\$ 294.00
MS Senior Technician	MST	\$ 268.00	\$ 278.00
MS Technician	MT	\$ 243.00	\$ 253.00
MS Associate Technician	MATC	\$ 210.00	\$ 219.00
MS GD On-Site ACE/SIAM Technician**	MSGDA/S	\$ 180.00	NA
MS GD Off-Site ACE/SIAM Technician	MSGDA/S2	\$ 112.00	NA
MS GD On-Site Technician**	MSGD	\$ 180.00	NA
MS GD Off-Site Technician	MSGD2	\$ 75.00	NA
Technician V	T5	\$ 255.00	\$ 255.00
Technician IV	T4	\$ 237.00	\$ 237.00
Technician III	T3	\$ 210.00	\$ 210.00
Technician II	T2	\$ 184.00	\$ 184.00
Technician I	T1	\$ 158.00	\$ 158.00
Technician	T	\$ 132.00	\$ 132.00
Associate Technician	AT	\$ 105.00	\$ 105.00

Prices effective as of October 1, 2016

**“Cleared” Hourly rates shall apply whenever the customer requires a Secret or higher level security clearance (or Agency equivalent type clearance) either by the issuance of a DD254 or otherwise specifying such security requirements in the contract documents.*

*** Initial air fare to/from India is not charged to customer.*

**** Daily per diem and other travel is charged IAW government travel regulations.*

Microsoft Premier Support Services Rates are provided on next page.

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Microsoft Premier Support Services Pricing Unit		Rate**	Notes		
Problem Resolution Hours	Hour	\$ 220.00			
Application Developer	Hour	\$ 253.00	Minimum block of 200 hours required		
Services Resource Travel	Each	Negotiated Fixed Fee up to 'x' visits			
Rapid Onsite Support Services (ROSS)	Hour +T&E	\$ 259.00			
Support Account Management Hours	Hour	\$ 227.00			
Support Assistant Hours	Hour	\$ 232.00			
Additional Microsoft Premier Support Services					
Dedicated Support Engineer for specific technology (Windows Server, SQL, Exchange, SMS, Sharepoint)	Hour	\$ 259.00	Minimum block of 400 hours required		
Third Tier Support Add On		1 Technology	2 Technology	3 Technology	4+ each additional Technology
60-119 Problem Resolution Hours	Each	\$ 12,693.00	\$ 6,347.00	\$ 3,174.00	\$ 3,174.00
120-199 Problem Resolution Hours	Each	\$ 16,939.00	\$ 8,470.00	\$ 4,235.00	\$ 4,235.00
200-299 Problem Resolution Hours	Each	\$ 18,084.00	\$ 9,042.00	\$ 4,521.00	\$ 4,521.00
300-399 Problem Resolution Hours	Each	\$ 23,238.00	\$ 11,619.00	\$ 5,810.00	\$ 5,810.00
400-499 Problem Resolution Hours	Each	\$ 27,944.00	\$ 13,972.00	\$ 6,986.00	\$ 6,986.00
500-599 Problem Resolution Hours	Each	\$ 32,202.00	\$ 16,102.00	\$ 8,051.00	\$ 8,051.00
600-699 Problem Resolution Hours	Each	\$ 36,012.00	\$ 18,007.00	\$ 9,004.00	\$ 9,004.00
700-799 Problem Resolution Hours	Each	\$ 39,375.00	\$ 19,688.00	\$ 9,844.00	\$ 9,844.00
800-899 Problem Resolution Hours	Each	\$ 42,289.00	\$ 21,145.00	\$ 10,573.00	\$ 10,550.00
900+* Price per hour	Each	\$ 45.00	\$ 23.00	\$ 12.00	\$ 12.00
*Above 900+ Hours the fee is applied to each hour and equals 20% of PRS Price					
Proactive Engagement Add Ons					
Operational	Varies	Variable			
Customized Engagements	Varies	Variable			
Managed IP	Varies	Variable			
Premier Training Add On					
Premier Workshops	Varies	Variable			
Ignite	Varies	Variable			

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